



SUPERINTENDENT'S MESSAGE

I am excited about where the hospital is going. We have seen some very positive signs in our overall delivery of care since we completed the Roadmap to Recovery Training in the spring. The approach to providing care and treatment is vastly improved. Our seclusion and restraint numbers are down and most importantly we began the use of comfort rooms on the units as a place where the patients can go and just chill out with music, soft lights, comfortable chairs and other relaxing features. Our attempt to provide as much normalization as possible.

I am pleased also to announce that Dr. Tony Siegel has joined our team as the Medical Director. Tony has extensive experience both in public and private practice. He and I have a similar vision for the hospital in our

approach to care and treatment. Also in our future goal to make this a strong teaching hospital and to recruit the brightest and the best to provide the highest quality of care possible. You will be hearing more about those plans in future newsletters.

We held our strategic planning meeting a month ago. This is our time to reflect on our accomplishments over the last two years and to set forth our goals and objectives for the next two years. I am in the process of fine tuning that document. Some highlights right now are:

- To continue to provide more training for all of our staff.
- To continue in our efforts to employ more peer specialists.

We are also fortunate to have some small capital projects that will begin this fall, which are:

- More security cameras have been placed throughout the campus.
- Improvements have been made for the historic administration building.
- The most exciting is a furniture replacement project. This will upgrade all of the patient bedroom furniture throughout the campus.

Have a great fall. Thank you for our opportunity to provide services to the state.



Jeff Butler
Superintendent
Richmond State Hospital

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Special points of interest:

- *New Medical Director*
- *Access Codes*
- *Hospitality Houses*
- *Animal Therapy*
- *Nation Mental Health Awareness Month*

NEW MEDICAL DIRECTOR

It gives us great pleasure to announce that effective Monday, June 25, Dr. Anthony Siegel assumed the position of Medical Director of Richmond State Hospital.

Dr. Siegel obtained his Doctor of Medicine degree from the University of Louisville School of Medicine, Louisville, Kentucky in 1986. He trained as Resident in Psychiatry at the Department of Psychiatry and Behavioral Science, at the University of Louisville School of Medicine from 1986 to 1990, and was finally conferred a lifetime certification by the American Board of Psychiatry and Neurology in 1993.



Anthony J. Siegel, M.D.
RSH Medical Director

He brings to RSH quite an extensive administrative experience as Medical Director at various psychiatric facilities in Kentucky

and Indiana, not the least of which was at Madison State Hospital from 2001 to 2003. His most recent position was as Chief Executive Officer and Chief Medical Officer for Consilium Healthcare International in Louisville, Ky. As attending psychiatrist, Dr. Siegel coordinated a consultation-liaison service at the Veteran's Administration and University in Louisville after a number of years in private practice of psychiatry. He has particular interest in Research, held Assistant Professorial appointments, written, published and/or presented his work at national organizations. He also currently serves as Board Examiner for the American Board of Psychiatry and Neurology.

MISSION

To provide individualized, quality behavioral healthcare with respect, dignity and caring.

VISION

We have accepted the challenge to:

- Continue to be a leader in Indiana for the provision of treatment services.
- Promote innovation, best practice and continuous improvement in meeting the needs of our customers.
- Promote a climate of growth, respect and opportunity.
- Maintain an environment that supports and recognizes each individual's contribution.
- Create partnerships and networks to meet mutual needs.



Richmond State Hospital is operated by
the State of Indiana and is a Division of
Mental Health and Addiction.



TREATMENT TEAMS

Every patient's treatment is reviewed by an interdisciplinary team meeting at least every 90 days. Families of patients are encouraged to be involved in these meetings for the best interest of the patients.

The treatment team is composed of a coordinator, physician, psychologist, social worker, nurse, activity therapist, and, in some cases, substance abuse counselors. Letters from treatment

teams should be sent every time a master treatment plan or review is being done.



Conference phones are available for family participation in the meetings. Whenever you are calling our toll free number, please allow us to call you back immediately on our hospital line. This helps keep the cost of our toll free number down.

If you want to contact a staff member at Richmond State Hospital, our toll free number is 1-800-986-6691.

PROTECTION & ADVOCACY

The Protection and Advocacy for Individuals with Mental Illness (PAIMI) Act was signed in May of 1986. President Ronald Reagan signed this act, followed by Governor Robert Orr signing assurances that the State of Indiana would provide protection and advocacy services to Hoosiers experiencing mental illness. Indiana Protection and Advocacy Services laws designated as the agency to provide these services.

Donna Dellinger is the Advocacy Specialist for this area. Ms. Dellinger visits our hospital every month to participate in our Human right's Committee meetings. She may be reached at 1-800-622-4845, ext. 236. Protection and Advocacy may also be contacted by writing to the address below.

Indiana Protection and Advocacy
4701 North Keystone Avenue
Suite 222
Indianapolis, IN 46204

You may also fax Indiana P&A at 317-722-5564.



SECURITY CAMERAS

Richmond State Hospital has located security cameras at various areas of the buildings and grounds. This is a method of protecting people and property. Please be aware as you visit that you may be on video. The care of our patients come first, last, and always. We want to use

every method possible to guarantee that we are always doing our best in providing care for patients.

"Hope is the thing with
feathers, that perches in the
soul, and sings the tune
without words,
and never stops at all."

~ Emily Dickinson 1830-1886

PEER SPECIALISTS

Peer Specialists is a new recovery oriented health care environment on a national level. The growth of the peer specialist profession comes against the backdrop of a sweeping national shift toward greater optimism that those with mental illness can improve or recover and provide others with more control over the help they get. Patients can help themselves, they can improve, and they can help others on the road to recovery. Peer Specialists are people who have experience in the field of mental illnesses. At Richmond State Hospital, a peer specialist may have experienced a mental illness or have helped in the care of someone with mental illness.

Every person is unique and needs an individual recovery

plan that meets that person's special needs. The most successful treatment interventions happen when a true partnership between the mental health consumer and members of the treatment team occurs.

We now have four people working in our Peer Specialists program. They are part of the Activity Therapy Services department.



They teach WRAP (Wellness Recovery Action Plan) classes, plan

patients trips into the community, and much more. Peer Specialists are expected to share their stories when relevant to their patients. They may have learned skills worth sharing, or to inspire hope in others.

Peer Specialists will be represented on treatment teams. We are looking forward to joining a nation on the move in learning new ways of inspiring encouragement, hope, assistance, guidance, empowerment, and understanding to our patient population.

Research has proven the effectiveness of peer specialists in the mental health setting. To talk with a Peer Specialist, call 765-935-9405.

VISITOR'S POLICY

Richmond State Hospital is currently reviewing the visitor's policy and the process of signing in and out visitors. Until the details of the new process has been made official, there are some reminders that you need to keep in mind while visiting any patient on hospital grounds.

- Signing in of visitors is for the safety of our patients and visitors.
- The process of visitor sign in is used during times of emergency to enable Security staff to account for any visitors on hospital grounds during such an event.

- The use of cameras or cell phones with cameras is prohibited while on hospital grounds. Visitors under the age of 18 must be accompanied by a parent, guardian, or family member over the age of 21.
- For visitors with children under the age of 14, the visitation must occur off the unit for safety reasons.
- When left unattended, all vehicles are to be turned off and locked.
- Smoking tobacco products and lighters are not to be

brought onto hospital grounds or given to patients.

- The use of personal electronics devices, i.e., PDAs, MP3 Players, IPODs, cell phones, etc., may not be used on hospital grounds.

Again, Richmond State Hospital is committed to abiding by all HIPAA rules and regulations in the effort to protect our patients. If you have any questions, please feel free to contact Kerry Moore, Privacy Officer, Phone: 765-935-9235 — Fax: 765-935-9509 or call the hospital's general number 765-966-0511 ask for me to be paged or feel free to email me at the following address: kerry.moore@fssa.in.gov.

ADULT PSYCHIATRIC SERVICE LINE

420A, 420B, and Kreitl House

DEMOGRAPHICS OF CLIENTELE

AUGUST 2007

420A (Dual Diagnosis Admission Unit) Census 25

20 White, 5 Black 16 males, 9 females

Average age – 37

Average length of stay—62 days

Education – 8, Under 12th grade; 12, 12 grade or more; 4, GED; and 1 Unknown

Primary Diagnosis – Schizophrenia, secondary diagnosis of Substance Abuse;

Religion – 2 Catholic, 5 none, 10 Christian, 2 Pentecostal, 2 Baptist, 1 Agnostic, 1 Atheist; 1 Episcopalian, and 1 unknown.

420B (Psychiatric Admission Unit) Census 27

20 White, 7 Black 17 male, 10 female

Average Age - 40

Average Length of stay - 104 days

Education – 8, Under 12th grade; 17, 12 grade and more; and 2, GED.

Primary Diagnosis – Schizoaffective Disorder– Secondary Diagnosis – Schizophrenia.

Religion - 6 none; 9 Christian; 1 Catholic; 6 Baptist; 1 Presbyterian; 2 Methodist; 1 Non-Denominational and 1 Pentecostal.

Kreitl House Census 8

4 White, 4 male Average Age - 51

Average Length of Stay - This unit contains 2 long term patients, therefore, calculation of LOS is skewed.

Education - 2 less than 12th grade; 2 at 12 grade or greater

Primary Diagnosis: Schizophrenia, Paranoid Type

Religion - 1 Unknown; 1 Christian; 1 Catholic; 1 Protestant

ACTIVITY CORNER

Jeremy Bane, Lisa Ginn, Jonelle McGathey,
Kim Singleton, Tanene Smith

It has been a long hot summer. However, the ASL has been busy providing lots of activities for our clients.

Some of the activities that have been provided are:

Cookouts

Submarine Party

A dance in conjunction with “Fun Days”

Weekly Community Trips

Ice Cream Socials

Trips to the hospital pond for fishing and boat riding

Presentation by the Chanticleer String Quartet

Trip to the state softball tournament.

Upcoming Events:

Cookouts, until the snow flies

Thanksgiving Dinner

Christmas Holiday Celebration

Many other fall and winter activities



Contacts: 765-966-0511

M. Kaye Clark, Service Line Manager - ext. 9203

Barbara Jackson, Secretary - ext. 9204

Tanya Melody, Assistant Director of Nursing – ext. 4929

Lisa Ginn, Senior Therapist for Recreational Therapy - ext. 9335

Rebecca Strong, Senior Therapist for Social Work - ext. 9370

Dr. Lebo, Senior Therapist for Psychology - ext. 9316

TRANSITIONAL SERVICE LINE

421A and Darby House

The Transitional Service Line (TSL) continues to see success out of it's clients and staff. The year 2007 has yielded 37 discharges for 421A and 6 discharges for the Darby House. The 421A numbers are the highest the unit has ever seen and are reflective of the hard work the clients and staff have put forth this year, and it's only October. The TSL continues to offer a lesser restrictive setting and continues to be involved in the RSH's active treatment. The service line also participates in special outings including an Indy Zoo trip, and the hospital wide Fun Days activities. The TSL has welcomed a new psychology representative on it's treatment team. Kathy Brown, a Behavioral Clinician, comes to us from Chicago. She's worked with the mentally ill since 1995 and has stated one of her "personal missions" is to help people. Kathy currently offers active treatment classes and provides individual therapy for a variety of our clients and has been a valuable resource for the service line treatment teams. Corey Laughlin is the service line manager.

MENTALLY ILL/DEVELOPMENTALLY DISABLED SERVICE LINE

A co-ed program for individuals who have dual diagnoses of mental illness and mental retardation or a developmental disability. The program focus is on skill development in daily living skills, and adaptive behavioral development. The program encourages positive behaviors and appropriate social interactions. The goal is to return to a lesser restrictive environment, like a group home or supervised assisted living program.

Mike Morrow, Service Line Manager - ext. 9354
Tylenne Ferguson, Assistant Director of Nursing - ext. 9278
Kathy Tuggle, Secretary ext. 9394

421-B Treatment Team

Valerie Specht, Treatment Team Coordinator, & Rehabilitation Therapist - ext. 9339
Amy Banta, Social Worker – ext 9372
Julia Force, Activity Therapy – ext. 9333
Brea Thompson, Activity Therapy – 9329
Becky Miller, Peer Specialist - 9405
Glenn Plaster, Behavioral Clinician – ext. 9379
John Jantz, Behavioral Clinician – ext. 9331
Dr. Bhangoo, Psychiatric – ext. 9319
Dr. Cabigas, Physician – ext 9302
Susan Morton, Unit Clerk – ext 4033
Vickie Newton, Day Shift Registered Nurse - ext 4987
Michelle Duke, Evening Shift Registered Nurse - ext 4987
Ruth Pritchett, Night Shift Registered Nurse - ext 4987
Carolyn Hanna Dietician – ext 9229



The RSH greenhouse will be closed for the winter.

Two groups presented musicals this summer at Richmond State Hospital. Pictured above: The Chanticleer String Quartet and Cathy Morris, Guest Violinist

Left: RSH Greenhouse

Right: Pyramid Productions



COMMUNITY TIES

Substance Abuse Service Line

417A, 417B, 417C, 417D, Lawson House

The mission of the Substance Abuse Service Line is to provide Individualized treatment from a multi-disciplinary hostile approach. The focus is to provide patients with the tools to increase their stabilization/habilitation/rehabilitation with an emphasis on relapse prevention.

Demographics of the Lawson House

The Lawson House is basically a Relapse Prevention Program. Clients from other substance abuse programs may be referred to the house in their last thirty days of treatment. Lawson House was established so clients getting ready for discharge could prepare for a successful return to community living. Clients will develop a relapse prevention plan, establish out-patient appointments, and obtain a temporary self-help group sponsor. Our hope is they will return to the community living without returning to drug abuse. Length of stay is thirty days.

Stats for January 2007 to September 2007

Admissions 425

Discharges 396



417 Building

Demographics of the Star Program – 417A

This program is for patients with a dual diagnosis of substance abuse and mental illness. We provide individualized treatment based on assessment of psychiatric symptoms and stage of change to substance abuse treatment. The program revolves around group participation based on 12 steps of dual recovery; Symptom management, abstinence, and relapse prevention are emphasized.

- ♥ 10 white, 6 black
- ♥ 15 male, 3 female
- ♥ Average age - 39
- ♥ Average length of stay - 75 days
- ♥ Primary Diagnosis - Substance Abuse, Schizophrenia, Schizoaffective
- ♥ Bipolar, Major Depression
- ♥ Client's Drug of Choice - Alcohol, Cocaine, Marijuana, Crack

Demographics of the Exodus Program – 417B

The Exodus program is a highly structured program based on AA's philosophy of abstinence and personal responsibility. Patients have minimal or no additional psychiatric/medical impairments.

- ♥ 20 white, 2 black, 1 Hispanic
- ♥ 24 male, 3 female
- ♥ Average age - 25
- ♥ Average length of stay - 50 days
- ♥ Primary Diagnosis - Substance Abuse, Depression, Anxiety, Anti-social personality
- ♥ Client's Drug of Choice - Alcohol, Cocaine, Marijuana, Methamphetamine, Oxycotin

Substance Abuse Service Line, continued

Demographics of the New Horizons Program – 417C

This program provides individual treatment focusing on the aspect of co-occurring diagnoses with the disease of addiction as the primary diagnoses.

- ♥ 22 white
- ♥ 16 males, 6 females
- ♥ Average age - 47
- ♥ Average Length of stay - 67 days
- ♥ Primary Diagnosis - Substance Abuse, Schizoaffective, Schizophrenia, Bipolar, Major Depression
- ♥ Clients Drug of Choice - Methamphetamine, Alcohol, Opiates, Cocaine, Marijuana

Demographics of the Phoenix, Program – 417D

The Phoenix Program is designed to provide services to relatively high functioning individuals who have an addiction, and who may also have a mental/medical illness. Treatment in the program focuses on arresting addiction and managing mental illness in the context of a Twelve Step Dual Recovery Model.

- ♥ 18 white, 1 black, 1 Hispanic
- ♥ 12 male, 8 female
- ♥ Average age - 31
- ♥ Average length of stay - 64 days
- ♥ Primary Diagnosis - Substance Abuse, Major Depression
- ♥ Clients Drug of Choice - Alcohol, Opiates, Methamphetamine, Cocaine, Marijuana



**We are proud to be
smoke free at RSH.**

“Does abstinence = Recovery” Recovery covers the many lifestyle changes necessary to maintain abstinence in the face of all that life throws at a person. Absence of the substance does not impart skill at handling life and the people around you. Recovery means that you are learning how to deal with life on life’s terms and improving your personal qualities. Characteristics such as honesty, responsibility, flexibility, hope, and peace of mind are hallmarks of recovery. Our goal is not a dried out person, but a person who is improving their quality of life while abstinent. If one develops a life-style worth living, worth protecting and worth improving, then the odds for relapse are decreased.

Contacts: 765-966-0511 Fax # 765-935-9503

Lynda Dean, Service Line Manager, ext. 9388

- Ruth Edwards, Admissions/Service Line Secretary, ext. 9382
- David Shepherd, Assistant Director of Nursing, ext. 9284
- Donald Wright, Senior Therapist Recreational Therapy, ext. 9385
- Thomas Spainhour, Senior Therapist for Social Work, ext. 9369
- Mary Schwendener-Holt, Senior Therapist Psychology, ext. 9315
- Vanda Nunley, Senior Therapist Substance Abuse Counselors, ext. 9397

LIFE SKILLS SERVICE LINE

422-A Treatment Team

Kathy Jones, Social Work, Treatment Team Coordinator - ext. 9365
Ron Deane – Rehabilitation Therapist ext. 9390
Kathy Barker, Behavior Clinician – ext. 9379
Dr. Kim, Psychiatrist – ext. 9304
Shellie Perry, Unit Clerk - ext. 4428
Sharon Hobbs, Day Shift Registered Nurse - ext. 4990
Janet Vosmeier, Evenings Shift Registered Nurse - ext. 4990
Vickie Jordon, Night Shift Registered Nurse – ext. 4990
Shirley Benthin, Dietician – ext. 9225



*Kim Phillips
Service Line Manager*

Client Demographics

3 Black, 27 White 8 Females, 22 Males Average age - 47 Education – Average 12th
Primary Diagnosis - Schizoaffective, Schizophrenia
Religion – 6 Protestant, 2 Catholic, 2 Baptist, 7 Christian, 4 Unknown, 6 None, 1 Other, 2 Lutheran
Discharges for Spring & Summer 2007 - 5
Transferred to a less restrictive unit Spring & Summer 2007 – 9

422-B Treatment Team

Roger Buckler, Social Work, Treatment Team Coordinator – ext. 9361
Teresa Morrow, Recreational Therapist – ext. 9345
Morris, Behavior Clinician - ext. 9318
Psychiatrist – ext. 9304
Miranda, Physician – ext. 9307
Iiams, Unit Clerk - 4547
Day Shift Registered Nurse - 4993
Donna McFarland, Evening Shift Registered Nurse - ext. 4993
Maria Mittenhall, Night Shift Registered Nurse - ext. 4993
Shirley Benthin, Dietician – ext. 9225



Client Demographics

7 Black, 21 White, 1 Asian, 1 Hispanic 15 Males, 15 Females Average age - 42
Education – Average 11th
Primary Diagnosis - Schizophrenia, Schizoaffective, Bipolar Disorder
Religion – 7 Protestant, 1 Catholic, 1 Baptist, 4 Christian, 16 None 2 Methodist, 1 Lutheran
2 Unknown, 2 Other
Discharges for Spring & Summer 2007 - 14
Transferred to a less restrictive unit Spring & Summer for 2007 – 3

Staffing for the service line includes regular physician coverage with on call backup. Psychiatric consultation is available. Clients with acute medical problems beyond the scope of our medical services are referred to the Emergency Department at the local hospital. Nurses and psychiatric attendants provide around the clock care. A Social Worker is assigned to each of the units. They provide counseling based on each person's particular needs, assistance with financial management, contact with families/interested others, exploration of resources may be able to benefit the patient, within and outside of the hospital that discharge planning, and family and patient education.



YOUTH SERVICE LINE

RSH Youth Service Line welcomes Mike Morrow as the new Service Line Manager for Youth Services and the Mentally Ill/Developmentally Disabled Service Line. Mike worked at RSH many years ago and when he departed he went on to build his skills at Whitewater Pavilion and then as a private consultant specializing in team building. He now comes full cycle and returns to us with some finely honed skills for our organization.

He has big shoes to fill in following both Greg Hilligoss as service line manager for Youth and Mentally Ill Developmentally Disabled service lines and Corey Laughlin and Kim Phillips' leadership filling in during Greg's absence.

Dr. Jill Abrams, a child psychiatrist, has also joined the Youth Services team along with evening shift RN Alan Hokeson.

Arvie Brewer is also welcomed to this service line. Arvie is in the last year of his Bachelor of Social Work program in Indiana University East. He has begun meeting with students individually and in groups. He possesses personal integrity and compassion for his clients.

The National Mental Health Association (NMHA) has more than 340 affiliates nationwide. They report children with emotional disorders often come in contact with the juvenile justice system. Over 100,000 are detained each day in a correctional facility. Federal studies show 60-75 percent of incarcerated youth have a mental health disorder.

~ Submitted by Thomas Spainhour, Social Service Supervisor Youth Services

The Youth Services program would like to announce that it was awarded a grant from SAMSHA to work with EPCC of Evansville to implement a program modeled from Boys Town. The grant will provide program evaluation, staff training and program materials to implement a program designed to further reduce restraint incidents for this population. Judy Cole, our Clinical Director, spent much time working with administrators from Evansville to gather data and put together the proposal that will benefit both programs. This will go a long way towards improving what we offer our students.

A psychiatrist, two activity therapists, two social workers, a behavioral clinician, three teachers, four nurses, and 21 psychiatric attendants are available for implementing therapeutic services. Consultants include a child psychiatrist, a child psychologist and a dietitian. Individual treatment plans are written and reviewed by the treatment team. The team also includes the adolescent, his parents, teachers, and caseworker.

School services are provided by Richmond Community Schools in accordance with the Individuals with Disabilities Education Act (I.D.E.A.). The on-grounds school provides 6 1/2 hours of instruction daily in areas determined by the individual educational plan and case conference committee. Psychological services, speech therapy and learning disability consultations are also offered. The community schools are available for those students who have been successful in the on-grounds school and who are ready for a less restrictive placement. The community schools can offer special classes, regular classes, or a combination.

Pictured left: School on RSH Grounds



NURSING SERVICE

- ▶ Since May of 2007, nursing has hired 2 RN's; 5 LPN's; 22 Psychiatric Attendants. All new employees received four to six weeks orientation in staff development and clinical area. Recruitment continues to be an issue.
- ▶ RSH continues to be a clinical practicum area for Ivy Tech in Richmond & Anderson; IUE; Ball State University. In addition, students from these schools request to shadow our RN and Nurse Supervisors as class experience.
- ▶ Nursing celebrated Nurse Week and Psychiatric Attendant week by showing our thanks with posting staff pictures on a bulletin board and refreshments for all.
- ▶ There continues to be statistical improvements in the use of restraints since the "Roadmap to Recovery" training. Staff are using intervention skills to de-escalate situations and encouraging patients to use their

Comfort Box contents to cope with situations. Comfort Rooms are planned for each unit.

- ▶ Pharmacy, nursing, medical staff and information technology are working together to plan for the new medication administration system, Quadramed.
- ▶ Nurses are busy doing active treatment education classes two hours per week. Week-end classes are held on two units.
- ▶ Nursing has purchased new EKG Machines and AccuChek meters for glucose monitoring. This will improve the quality of testing.
- ▶ Safety Assessment on new admissions and all patients has been implemented. This will assist the staff with information that will aide in the recovery process of the patients.
- ▶ Hand-off Communication is one of the areas that nursing is improving. This communica-



Sue Kinsey, BS, MA, RNC
Director of Nursing

tion takes place at shift change and anytime there is a change in status of the patient or unit.

- ▶ Medication Reconciliation is a new standard that has been implemented to assure that medications are reviewed upon admissions, transfers and discharge. Again this is to assure that quality care is maintained for the patients.

*Nurses dispense comfort,
compassion, and caring
without even a prescription.*

~ Val Saintsbury

CHAPEL NEWS

By Chaplain David Ashcraft

Thanks to the foresight and planning of Clinical Director Judy Cole and the financial wizardry of Chief Financial Officer Dave Shelford, the Klepfer All Faiths Chapel has received new carpet, tile, and linoleum throughout. The great installers from Richmond Carpet Outlet removed the old material and installed the new faster than we could believe.

In addition to new surroundings we have been enjoying the talents of several residents during Sunday Services. Barb has been playing the organ for the past

several months; Bill accompanies himself with the guitar as he sings familiar hymns; and Peggy blesses us with her remarkable voice as she sings contemporary Christian music. The Lord blesses us richly at RSH as we continue to be a family of believers and seekers.



Pictured left: New tile in the foyer

Pictured above: New carpet in the sanctuary

***Stop by and visit the Klepfer All
Faiths Chapel at
Richmond State Hospital***

THE CORE

By Dr. Anthony Siegel

The great Caesar, Marcus Aurelius, wrote “to truly understand, we must see it at its core.” with any person, group of people, or system, to understand we must go to the core. I have had the opportunity to begin the process of seeing Richmond State Hospital “at its core”. To appreciate this concept, let us dig together. The greatest soldiers of any army in history will attest that when the battle is in question who determines the outcome are the warriors “at the core”. They are the foot soldiers, the infantry, the people in the foxholes and trenches—privates, corporals, sergeants, command sergeants majors, not just the officers, colonels, generals, and the like.

It is no different in life or in a place like a hospital. I have been given a distinct honor to witness the warriors who determine the outcomes of all at stake in this place. I have seen the trenches and those that occupy them, and I am in awe of much of what I see.

I have said before and I will say again, if we are to honestly help those we are charged to serve, look to the trenches. It is where the battles are won.

We here have unique trenches. There are places like hallways, nurses’ stations, cafeterias, and bedrooms. These places, among others, are where active treatment occurs.

In these places wondrous things can happen. We need only believe in the strength of our own character and the characters of those we call patients to make these miracles occur.

I wonder if we have lost sight of the battlefield. Please beware of the false intoxicant



of thinking we are any different from our patients. If we ever do, even for an instant, the battle is lost. Our charge is not difficult, but we are at constant risk of losing sight of it. Our charge is to treat every patient no differently than we would treat any colonel or general. Our charge is to listen, empathize, and react to the needs of each human being we call patient. Our charge is to treat each patient as we would treat our supervisor. When we can look at ourselves to in the mirror and say that we have done that, then we can begin to help them win the battle. If we stop and look their battles are not different

than ours. If, and only if, we help them win their battles, then we might win ours. This is the core, these are the trenches, and I have seen right here in this place foot soldiers with years of experience doing their part in the service of others.

I recently witnessed two such individuals, one with 28 years of service to these patients and this hospital, another with 24 years. When the battle is waged, I want these two people in my foxhole. Not just so that I may learn from them, but far more importantly so that the people who need them most may win their battles.

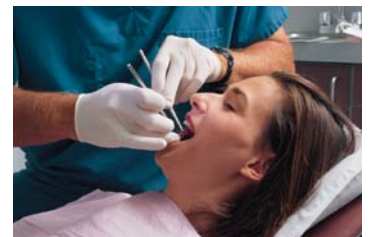
To you, the foot soldiers, I salute you. You are the “core”. Without you there is no army, there is no hospital, there is no hope.

Thank you for all you have done. Thank you for the days you have gone home unnoticed. Thank you for constantly providing the kindling that keeps the fire burning. Never, ever, think you don’t matter. Next to our patients, it is you who matter most, (*staff and volunteers*). You are the core, you are the foundation, and you are the hope. It is my belief that hope is “the core” that sustains life.

NEW DENTIST

Patients are smiling with the “painless” care of our new dentist. Delynn Stults, D.D.S., of Stults Family Dentistry, has been *filling in* since our dentist moved to another state. We are pleased to have Dr. Stults on our

team to improve the lives of our patients. Good reports have been given by the patients of Dr. Stults’ gentle approach to tooth care. Welcome, Dr. Stults!



SUMMER STUDENTS MAKE A DIFFERENCE AT RSH

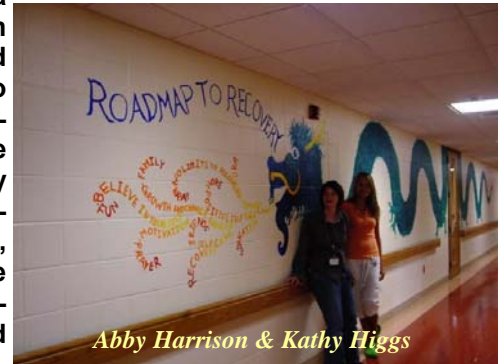
We have been really blessed at Richmond State Hospital to have some great college students work here during the summer. They bring a wide variety of skills, talents, and interests to our patients. They have been employed in the Pharmacy, Business Office, Health Information Services, Grounds, Maintenance, Activity Therapy Services, Youth Services, and other areas.

Activity Therapy Services covers a wide spectrum of activities including art, crafts, fitness, off-ground trips, etc. Abby Harrison, Ashley Arnold, Kathy Higgs, and

Jamie Tuggle worked in this area. The students helped with active treatment classes. Ashley also worked with Dr. John Moore in Psychology.

These student really made a difference on the campus and in the life of our patients. We had an artist among the group who planned artwork to inspire patients and staff and brighten the areas that so many here walk by each day. Abby Harrison designed several murals. Ashley, Kathy, and Jamie joined and the picture below is one of the murals. This one, called

“Roadmap to Recovery” shows things on the recovery road that plays a very important part, such as Believe in Yourself, Fun, Family, Prayer, Motivation and more.



PICNICS

This year's picnics were very enjoyable. Over 50 patients attended the off-grounds picnics. Over 400 people attended the NAMI picnic held in our CTC gym. People came from different cities in East Central Indiana. Many of our patients got to attend.

The Blackford County, Randolph County, East Lynn Christian

Church, and Zion Lutheran Church in Pershing all provided fine feasts. Bingo is always a favorite at the picnics as well as musical entertainment. Therapy dogs are an added touch. Summer students helped escort patients and they all had a good time. Patients look forward to seeing family and friends at the picnics.

Thank you picnic providers for having these special times every year!



RSH VIDEO

Our video is a tool that allows sharing many areas of the hospital with our customers. Copies were sent to community mental health centers. If you are interested in watching this video, please contact your local community mental health center. You may also contact RSH Community Relations at 765-935-9218.

A commercial was also made of the hospital late this summer. Be watching for more information about this exciting means of communicating exciting happenings here at RSH.



RSH VIDEO

ENVIRONMENT OF CARE REPORT FALL 2007

By Toni Benedict, E.O.C. Safety Committee Chairperson

The Environment of Care team (representatives from all departments within the hospital) has worked throughout this year to address the safety issues at our facility.

We have successfully managed several 'emergency' events such as the 'Extreme Weather (snow) emergency in February, and a partial power outage that resulted in temporary paging system failure. We always participate in the State-wide Tornado Drill held in March each year. Following each real or planned emergency event, staff meet to discuss the event and determine what worked well and what improvements need to be made for future emergency events. Although we find areas to

improve, we have always found that the events have been managed with no adverse effects to patients or staff.

The Pandemic Plan has been written and is available to staff on the hospital Intranet. All departments have been asked to address key issues for readiness in their areas. We invited the Chief Nurse Consultant from Indiana State Department of Health to present an inservice program to our hospital Leadership group. The information she shared was very informative and helpful and was used to update our Pandemic Plan. A 'Table Top' drill held for the Leadership group and was considered a successful learning experience.

Information on the Pandemic has also been shared with patients during some of the Active Treatment Classes.

One major accomplishment we accomplished the year is the upgraded program for Material Safety Data Sheets (MSDS). The MSDS give information for each chemical/cleaning product used at the hospital, and give instructions on how to manage a spill or exposure to a chemical. We have 6 Master Copy Books which have been updated, and all current MSDS can now be accessed on the hospital Intranet. Updates for new products are sent by email to all staff.

ACCESS CODES

By Kerry Moore, RHIT, H.I.S. Director & Privacy Officer

In an effort to protect our patient's privacy, earlier this year



Richmond State Hospital implemented the use of Access Codes for all phone calls and visitors. As a reminder,

every person calling a patient or visiting a patient must have the

Access Code before the call can be put through or before a visitor's pass can be issued. At the time of implementation, family members who were authorized by the patient to make phone calls or visit were sent a letter explaining the new process. Also, at this time the patients were educated on the new process and were informed that they must give authorization for each person before they can call or visit. The patients were also informed that it is up to them to share

their Access Code with family members. It is not the responsibility of hospital staff to share the Access Code with family members or friends. If you are unaware of the Access Code for your friend or loved one, please contact the Social Work Department, 765-966-0511, to receive more information. Thank you to all who have helped with the implementation of the new Access Code.

HOSPITALITY HOUSES

Hospitality houses are provided by the Richmond State Hospital. Relatives of patients traveling from a distance may stay. These houses are available at no cost to families of patients. Each hospitality house is completely

furnished, including an operative kitchen and laundry.

To make a reservation, call Donna Crist at 765-935-9201.



QUALITY MANAGEMENT DEPARTMENT

By Kay Stephan, RHIA, Quality Management Director

Richmond State Hospital was surveyed in June 2007 by The Joint Commission, the nation's predominant standards-setting and accrediting body in health care. The Joint Commission has state-of-the-art standards that focus on improving the quality and safety of care provided by health care organizations. Their visit to Richmond, as with the other 15,000 organizations it visits regularly, is to ensure that we are following the standards and regulations that are required as part of their accreditation status.

At the end of the 5-day survey that included review of patient

care, infection control, safety and the environment, staff credentials and training, and Patient Rights (amongst other categories), the outcome was very favorable. Surveyors were very impressed with the care they saw being given and were complimentary of our services. We are also pleased to announce that there were no National Patient Safety Goals cited for noncompliance. Safety is our Number 1 concern at Richmond and we work very hard to keep staff trained and educated in safety measures to prevent harm to your family member.

If you ever notice a safety issue while visiting Richmond State Hospital, please feel free to contact the Superintendent's Office at 765-935-9200 so those issues can be addressed.

TOURS

Richmond State Hospital offers tours in January through October. Each tour is tailored to meet the needs and interests of the tourists.

Tours may travel through time by

visiting our museum and older buildings. They learn about the history of Richmond State Hospital and how the treatment of mental illnesses and addictions has improved.

To plan a tour, call Community



Relations at 765-935-9218 or 765-935-9217.

NAMI

At the heart of NAMI's mission is the sharing of information with consumers (persons with mental illnesses), their families, friends, mental health professionals, and the general public. NAMI educates all people about severe and persistent mental illnesses to eliminate stigma and promote access to integrated systems of care, education, and rehabilitation. Research is constantly providing us with new information about the brain and the nature of mental illnesses and, consequently, more effective treatments.

NAMI's CIT Technical Assistance has its mission statement: Our mission is to supply mental health care, law enforcement, advocacy workers and consumers with the latest information about Crisis Intervention Team (CIT) training. The NAMI CIT Technical Resource Center serves as a repository of information about CIT programs nationwide.

NAMI East Central Indiana is located in the original farm-

house on RSH's campus. They are active with RSH patients as well as other organizations in the community. Patients of the hospital are invited to attend NAMI's meetings held on the first Tuesday of the month in the CTC Training Center on hospital grounds.

Over 400 guests of NAMI attend their July 4th picnic and Christmas Party each year. We salute East Central Indiana NAMI leaders and volunteers!



ANIMAL ASSISTED THERAPY

By Pam Tibbs

The primary objective of the pet therapy program with dog and handler at Richmond State Hospital is to provide comfort and companionship by sharing the dog with the patients in this hospital as they move towards wellness. Often deprived of acceptance and love, those who live or must stay in a care facility immediately respond to tail-wagging greetings and warm paws. This therapy increases emotional well being, promotes healing, and improves the quality of life for the people being visited and the staff that cares for these people.

Weekly visits from the therapy dogs and handler provide stimulation for conversation and elevates the mood of the facility in general. The dogs bring sparkle to a sterile day, provide a lively subject for conversation, and rekindle old memories of previously owned pets. Each one of the therapy dogs come in different sizes and shapes even though they are all golden retrievers; real dogs with real personalities and real love to share.



Pictured above: Barkley, Angel Marie, Tilly Marie, and Rose Marie Tibbs

Their names are, Barkley Tibbs, Angel Marie Tibbs, Tilly Marie Tibbs and up and coming Rose Marie Tibbs, who is in training and will do her testing after the first of the year of 2008. Barkley is 5 years old, Angel is 6 years old, Tilly is 3 years old and the baby, Rose, is now 7 months old. These four-footed therapists give something medical science can't do, without the use of drugs. It has been clinically proven that through petting, touching and talking with the golden retrievers have lowered patients' blood pressure, stress is relieved, and depression is eased.

Each one of the golden retrievers have been AKC Certified CGC "Canine Good Citizen". They have been trained and tested to attain this title which is 8 weeks long with extensive training out of classroom to perform therapy. The therapy dogs and I have the unselfish desire to help others. "Taking time to paws awhile for love" is our motto.

The use of canines to help mankind is known throughout the world. They have been used for guarding flocks, tracking, hunting, searching and rescuing, leading the blind, and in assisting the deaf and physically and mentally challenged. The bond between dog and man dates back to early history.



FRIEND-TO-FRIEND PROGRAM



The Friend-to-Friend Program at Richmond State Hospital provides a great opportunity for you to make a difference in the life of one of our patients. Many patients are waiting to

be assigned friends in this program.

You are needed to send cards and letters, to provide reading materials such as magazines, newspapers, word search books, etc. You are needed to visit patients.

You or your group are welcome to participate. The experiences you will have with your friend will depend on

your friend's needs and your own interests, time, and capabilities. Communication on a regular basis is beneficial to your friend.

Call us today to find out more about this program at 765-966-9218.

MENTAL HEALTH AWARENESS MONTH

Mental Illness Awareness Week is an annual, national observance that was created by a Presidential proclamation in 1990 to focus attention on high incidence of mental illness in America. This year's theme, "Take Action to Change the Nation," reflects the goals and recommendations of the President's New Freedom Commission on Mental Health. This is an annual observance, sponsored by The National Alliance on Mental Illness, and provides an opportunity for evoking change in the Nation's mental health service delivery system through grassroots commitment and action. Activities during Mental Illness Awareness Week reach out to the media, schools, libraries, houses of worship, and State capitols. The U.S. Surgeon General's report on mental health found that about one in five Americans experiences a mental disorder in the course of a year.

National Mental Health Awareness week is the week of October 7 to 13, 2007. In recognition of the National Mental Health Awareness Month of October, the

Annual East Central Indiana NAMI Candlelight Service was held on Tuesday, October 2, 2007. The service was held at the Richmond City Building, 50 North 5th Street, on the south side lawn. The service began at 6:00 p.m. RSH Superintendent Jeff Butler; Anthony Siegel, M.D., RSH Medical Director; and Kay Whittington, CEO of Dunn Center spoke during the service to raise awareness about mental health.

Also in recognition of Mental Health Awareness Month, and on World Mental Health Day of October 10, a time of celebration was held by patients and staff at Richmond State Hospital. The special events began by a display of flags, made by patients, thanking all the hospital's disciplines for their dedication to the caring of patients and faithfulness to the area of service. Included in the departments were Medical, Nursing, Social Work, Activity Therapy, Pharmacy, Lab, Dental, Laundry, Housekeeping, Dietary, Business Office, Administration, Maintenance, Grounds,

Chaplain, and Peer Specialists. Following a parade of flags carried by patients and staff, Tara Jamison hosted a program including the presentation of flags to the various areas, songs by the RSH choir, a special duet by a patient and music therapist, and encouraging talk from Dr. Siegel, entertainment by guest Frank DeVito, and a lunch which was provided by RSH Dietary staff in the grove. Afternoon games were available.

Remember...

there's hope

there's help

Left: Frank DeVito entertains patients and staff. Thank you, Frank! Great job!



A group from the Richmond State Hospital sings during a candlelight service to raise awareness about mental health at the Richmond Municipal building Tuesday Oct. 2, 2007. The service is organized by the National Alliance on Mental Illness East Central Indiana chapter.

Pictured on right and below: Some of the flags made by patients and carried in a parade to the grove for presentation to representatives from all the disciplines. We're so proud of our patients!



CHRISTMAS GIFT LIFT 2007

This will be the 117th Christmas for Richmond State Hospital. People have been so wonderful providing Christmas gifts for our patients through the years. Even though the hospital has seen many changes, we still celebrate this wonderful holiday with our patients living at the hospital. We realize most of our patients are away from their homes, families, and in many cases, hometowns and familiar settings. Each year we try to bring a special brightness to their holidays.

We have appreciated each giver and gift in the past and we are looking forward to working with our friends and volunteers again this Christmas to provide a very special season for our patients to enjoy.

The "Adopt-A-Patient Program" started about six years ago and provides a great opportunity to provide gifts for our patients. We go to each patient and talk about what they would like to have for

Christmas. Every year, working in this program, we are touched by the reaction of some. They may share with us memories of their favorite Christmas or express appreciation for people who provide gifts for them.

For some givers playing "Santa" is more rewarding knowing a person by the first name and selecting gifts for that special person.

We also accept gifts for our Christmas shelves and then gifts are selected from donated items for those patients who were not "adopted". Any presents given to our patients for their Christmas must be new.



Each patient receives one gift bag on Unit Party Day, which is held on the second Sunday in December. On Christmas day, each patient receives three packages to open. Patients have told us how special it makes them feel to know people care about them at this wonderful time of the year.

With 1200 presents to wrap, we also encourage people in organizations, churches, and individuals to join us in gift wrapping.

There are many opportunities to share in the holiday season activities at Richmond State Hospital. If you would like to participate in any of our Christmas programs, please give us a call at Richmond State Hospital Community Relations 765-935-9218, 765-935-9217, or 765-935-9350. Thank you!

SOME OF THE MOST REQUESTED CHRISTMAS GIFTS

Art Supplies, Back Packs, Large Print Bibles, Instant Coffee in Plastic Jars, Gym Bags, Headset CD Players, CD's, Movie DVD's (G, PG-13), Phone Cards, Postage Stamps and Stationery, Purses, Wallets, Watches, Sweat Pants, Sweat Shirts, Sweaters, T-shirts, Personal Hygiene Items, Microwave Popcorn, Puzzles (100+ pieces), Puzzle Books, Radios, Slipper Socks, Knitted Hats, Gloves, Hair Accessories, Flannel Shirts, Colognes and Perfumes, Robes, Basketballs, Volleyballs, New Games, Hot Chocolate, Candy, Cheese and Crackers, Nuts, and Other Snack Foods



*I heard the bells on Christmas Day
Their old, familiar carols play,
And wild and sweet
The words repeat
Of peace on earth, good-will to men!
~Henry Wadsworth Longfellow*



THRIFT STORE

Thrift 'R Us is a store where patients really enjoy shopping. It is also a worksite for some of our patients in the Vocational Rehab program. The store is located on RSH grounds across from the Lawson house.

Store hours are:

Wednesday 2:00 p.m.—4:00 p.m.

Friday 2:30 p.m.—4:00 p.m.

Saturday 10:00 a.m.—12:00 noon

Staff is always accepting donations. Items may be dropped off at the thrift store during opened hours or at anytime at the switchboard area in the administration building.

We accept new and used clothing, jewelry, purses, stuffed animals and more. We do not accept any glass items.



Pictured above: Thrift 'R Us Store

CAKE BAKERS

Patients look forward to the great cakes that arrive on the third Friday of every month. Churches, organizations, and individuals

continue to supply cakes for birthday celebrations. Some volunteers have been participating for over 30 years. If you

have never been involved in the Birthday Program and are interested, please contact Community Relations at 765-966-9218.



INTERNET AND INTRANET

Dr. John Moore, Psychology Director, developed a website for Richmond State Hospital. The Intranet is an internal website which features services, education and training opportunities, policies and procedures, newsletters, and more.

The Internet has up-to-date information about various aspects of the hospital. Listed at this web-

site is information about our services, staff directory, employment, and history. Other links are available to assist in searches of the State of Indiana and mental health issues.

If you haven't visited our website, please visit soon at the following website:

www.richmondstatehospital.org

Richmond State Hospital provides psychiatrics and chemical dependency treatment to citizens on a state wide basis, serving adolescent, adult and geriatric populations.

MONEY FOR PATIENTS

If you are interested in providing funds for your loved ones while they are residing at the hospital, please write a check or money order which can be deposited at our Business Office. These funds can be sent directly to the Business Office for your family member or given to their social worker. There is a snack area in

the 417 and RTC buildings. There is also a large canteen area on grounds where patients may shop for snacks, gifts, personal hygiene items, postage stamps, birthday cards, etc. Some patients go to local stores and restaurants.

Checks and money orders are held for 10 business days. Postal

money orders are not placed on hold. Please do not send cash in the mail or give family member a large amount of cash. This is for their own protection against theft.



FEDERAL GRANT FOR “INDIANA ALTERNATIVES TO RESTRAINT AND SECLUSION”

By Judy A. Malone Cole, Ph.D., R.N., Clinical Director

Earlier this year Richmond State Hospital completed training all staff in the “Roadmap: to Seclusion and Restraint Free Mental Health Services.” What a wonderful undertaking. Over the months as the training progressed, units made and started a variety of projects and the slope of the number of restraints for this year is on a downhill slide. We’re doing something, or lots of things, to produce those results.

In May, Evansville Psychiatric Children’s Center (EPCC), Richmond State Hospital, and Family and Social Services Administration partnered together and submitted a grant to the Substance Abuse Mental Health Services Administration. The grant, “Indiana Alternatives to Restraint and Seclusion,” targets strengthening the programming for children and youth services.

While the “Roadmap” training gave RSH an opportunity to identify and change how we think about and use restraint and seclusion, it left a craving for how to change programming for each and every person. As we invest more and more into incorporating evidence-based practices, the need for educating the staff increases exponentially. Lottie Cook, superintendent for EPCC, had a suggestion for some of what Indiana needed—Girls and Boys Town Psychoeducational Treatment Model. RSH had already invested in training all staff in the “Roadmap” and combined with a few creative ideas to increase family therapy/interactions across the state with a lot of useful suggestions from consumers and fami-

lies, the grant was developed—and funded for a total of \$599,356 over the next 3 years.

The basics of the grant are to

- Establish performance improvement teams to review policies and procedures and oversee the implementation and evaluation
- RSH staff will train EPCC staff in “Roadmap”
- Contract with Girls Town/Boys Town for assessment, training, and fidelity reviews over 3 years in the Psychoeducational Treatment Model
- Improve use of videoconferencing for family participation and agency collaboration
- Incorporate principles of trauma-informed care into clinical use
- Expand on cultural competency training
- Modify the facilities to develop comfort rooms and/or stress free zones

A project manager will be hired (ASAP) to oversee the project and the work has already begun. You’ll be hearing more and if you have any questions, do not hesitate to call us and let us know what’s on your mind.

While we’re starting with Youth Services program, everyone will be watching and learning about what works from a program point of view.

I want to personally take this opportunity to thank all participants across the organizations and especially Andrea Vermillion of FSSA who kept the technical part of the grant well in hand. To the family members and consumers who helped shape and support the grant in the last minutes—thank you. Improving care is based upon what we all do and how we all collectively support each other with the goal of making sure that all children and their families have their needs met in an environment that respects and cares.

Thank you.



*Judy A. Malone Cole,
Ph.D., R.N.
Clinical Director*

